VisibleThread

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On-Premises
vs Cloud Deployments

VisibleThread.com

VisibleThread On-Prem
vs Cloud Deployments

VisibleThread software can be deployed:

- "On-Prem" – runs within your company's infrastructure i.e. on your hardware, inside your company's network/firewall & is fully under your control; OR

- - "Cloud" – we operate and manage VisibleThread services in the VisibleThread cloud. This is a multi-tenant, Software as a Service (SaaS) system that is owned and managed by VisibleThread.

If you are working with documents that have export restrictions OR are classified, VisibleThread Cloud may not be suitable as some of our support staff are non-US nationals. In this case, we recommend you choose our On-Prem option (or Private Cloud).

VT Docs

Feature	On Prem	Cloud	Notes
Encryption at rest	✔	✔	
Encryption in transit	✔	✔	
Secure data center	✔*	✔	* Customer can configure this option
Automated backups	✔*	✔	* Customer can configure this option
Disaster recovery - fail over	✔*	✔	* Customer can configure this option
Control over upgrade cycle	✔	✘	
Single tenancy	✔	✘	
Multiple Sandboxes (Logical Partitions)	✔	✘	Isolate groups of users into sandboxes
Logical tenant access	✔	✔	
Single Sign-On (SAML 2.0 – Active Directory etc.)	✔	✘	
IIS web server	✔	✘	Customer's IIS as reverse proxy (incl. SSL certs)
Role based user access	✔	✔	
Certification (SOC 2)	✔*	✘	* Customers certification already in place
US Based Deployment	✔	✔	Cloud hosted with AWS in US based data center (N.Virigina).
Data Access by US Nationals only	✔	✘	

◢ VT Writer

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Automated backups	✔ *	✔	* Customer can configure this option
Disaster recovery - fail over	✔ *	✔	* Customer can configure this option
Control over upgrade cycle	✔	✖	
Single tenancy	✔	✖	
Logical tenant access	✔		
Single Sign-On (SAML 2.0 – Active Directory etc.)	✔	✔	
IIS web server	✔	✖	
Role based user access	✔	✖	Customer's IIS as reverse proxy (incl. SSL certs)
Custom data retention period	✔	✔	
Certification (SOC 2)	✔ *	✖	* Customers certification already in place
US Based Deployment	✔	✔	Cloud hosted with AWS in US based data center (N.Virigina).
Data Access by US Nationals only	✔	✖	

Cloud Security
& Confidentially

Customer Isolation

All customer data on our cloud servers is treated as confidential. Each customer is setup in a private "sandbox". A sandbox is logically isolated from all other sandboxes so that all data within a sandbox can only be accessed by authenticated/authorized users within the sandbox.

When a user signs in to VisibleThread Cloud they are automatically placed within their sandbox, meaning they only have access to their company's documents & data. Users must authenticate using their email address and a password.

All user access to VisibleThread Cloud is via a web browser and is encrypted over https.

Security Administration

From an administration point of view, you can:

- administer your own sandbox users – add/delete/update users.

- set password expiration period.

- review & audit user activity.

Visiblethread Cloud
Operations Security

Data Center Security

The VisibleThread cloud servers are hosted by Amazon Web Services aws.amazon.com These servers are located in the continental USA. Amazon Web Services have been awarded the ISO 27001, PCI-DSS , ISAE 3402, SSAE16 Type II SOC1, SOC2 and SOC3 certifications. They provide comprehensive physical and operational security procedures to secure access to our servers.

Network Security

VisibleThread operations staff can only access our cloud production servers from designated locations (IP restricted to our offices) and must use secure certificate based authentication. The VisibleThread cloud servers operate behind a firewall designed to prevent unwanted intrusion. Additionally, we run a host based intrusion detection system that will alert us in the event of unauthorized system access.

Backups & Monitoring

We have an automated near real-time data backup system and nightly off-site data backups. We have automated monitoring systems that alert VisibleThread operations staff when there is an issue.

Anti-Virus

All VisibleThread cloud servers are actively scanned with up to date anti-virus scanners.